Dimensions Voice
Brochure

The Complete Cloud Communication Platform

Dimensions Voice is a comprehensive cloud communication solution from Dimensions Technologies, bringing together a wide range of advanced features & technologies that enables your business to work flexibly no matter the application, size or location.

Innovation Starts Here

Whether deploying just a handful of users, or a large multi-site enterprise, this innovative solution delivers a broad and complete set of fully customisable communication tools, providing the feature rich, highly flexible and resilient cloud communication platform that today's business demands.

Comprehensive Solution Set

- True Resilience & Scalability
- Flexibility & Totally Customisable
- Intuitive Yet Comprehensive
- Highly Versatile & Feature Rich

Resilient Business Communications

Redundancy does not necessarily mean resiliency.

In turn, not all redundancy protocols will result in failover.

Considering recent network outages that have brought systems down for extended periods and affected businesses worldwide, it is important to understand that while most cloud communication providers claim their solution is redundant, most are NOT truly redundant.

At first, that might not seem like a big deal, but it can mean the difference between normal operations and being left in the dark when disaster strikes or even when routine maintenance is being performed.

Expect the Unexpected

With Dimensions Voice we have a distributed system, a truly redundant platform that is designed from the lowest level component, the programming language Erlang, up to the highest operational level to expect and plan for something going awry.

Our development team design with the expectation that anything can and will go wrong, we then analyse how the service as a whole should function when a given subset of components fail. This may be for an intentional reason like during maintenance windows, or unintentionally such as a natural disaster affecting the data centre.

Dimensions Voice intelligently utilises a multi-primary database setup containing two primaries, or "write", instances of data so any server can receive a request and satisfy it, even if it does not hold the data itself.

Multiple Primaries

By utilising multiple primaries, any server can accept a change and that change will be replicated across the cluster of servers. This keeps things going even if one data centre were to go down. It is also key when it comes to our geo-redundancy.

The geo-redundancy in Dimensions Voice, which we call Zones, is the ability to segment the cluster along the data centre boundaries. We always want to keep as much data as possible in the local data centre to minimise the delay in processing a request.

However, if one data centre goes down, since the database is consistent across zones (aka data centres), every server will come to the same decision on how to process a request.

In the event of an entire data centre failing, calls and API requests can be shifted to our alternative data centres and continue to operate as expected and most importantly, without a delay.

Fast, Flexible & Intuitive Call Flows

Dimensions Voice combines comprehensive, feature rich, PBX functionality with a user-friendly interface.

Make it yours

All services are controlled via APIs, allowing you to extend the platforms functionality as required. The versatile user interface provides the ability to create, manage, and remove services for your users.

With Dimensions Voice it's quick and easy to create sophisticated, multi-tiered call flows based on time and date, ensuring your calls are handled exactly how you want, when you want.

Combined with the facility to personalise your auto attendants or utilise the Text to Speech (TTS) engine to produce tailored menu systems, announcements and greetings, Dimensions Voice is a true Unified Communications solution.

This highly scalable and truly redundant, clustered platform provides increased functionality and implementation time-savings compared with traditional VoIP telecom carriers.

The entire platform is remotely managed within a simple web browser dashboard to implement changes, analyse data and service requests quickly and easily.

If It's Not Broken...

Cloud communication doesn't have to mean conventional working practices need to be retired.

Dimensions Voice lends itself seamlessly to support traditional telephony features such as fax, ring groups and programmable office hours, including night mode on a button, meaning your clients are not forced to change the way they work in order to embrace the benefits that cloud communication offers.
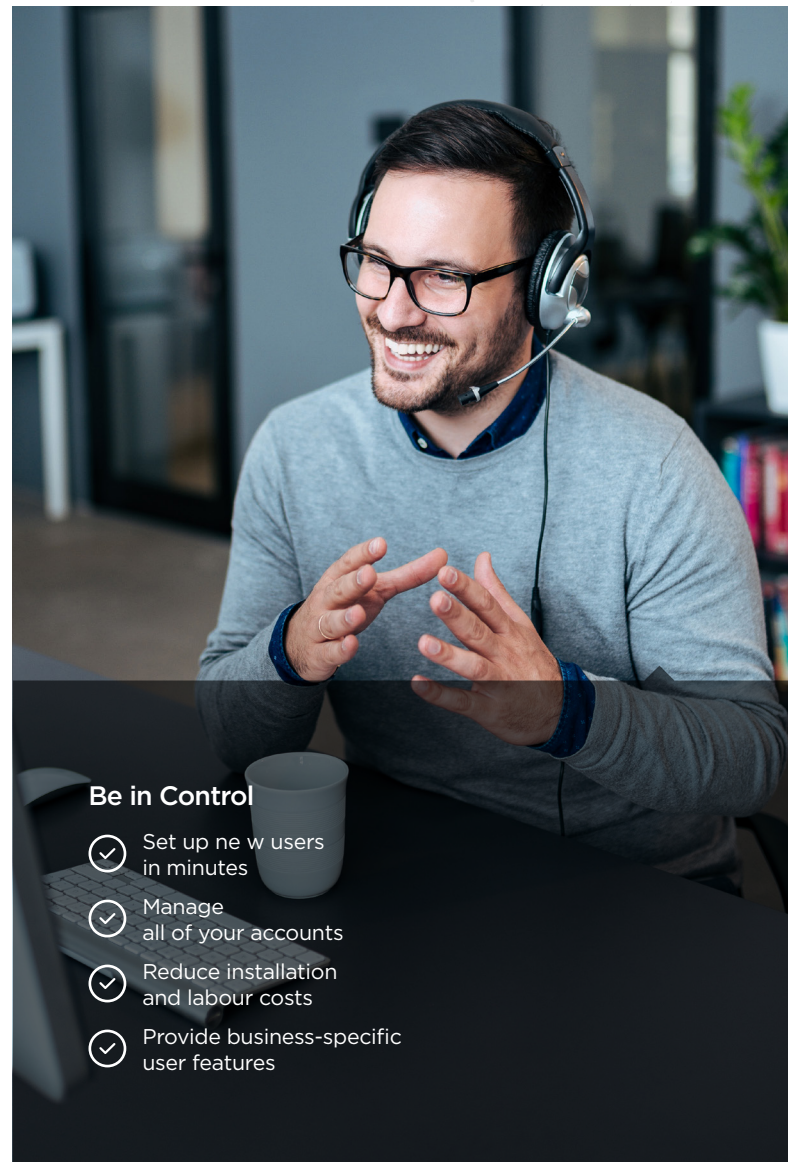
Be in Control

- Set up ne w users in minutes
- Manage all of your accounts
- Reduce installation and labour costs
- Provide business-specific user features

Scalable & Flexible

Simple licencing in Dimensions Voice makes it easy to provide any number of users with the device that works for them regardless of the size of implementation with a user-friendly interface.

Utilising a user-based licencing model rather than traditional per device licencing provides the flexibility to allow users the choice of how they connect and on which device without incurring unnecessary cost.

Whether using a Desktop Handset, Connect Softphone, MS Teams or your device of choice, Dimensions Voice provides a wide range of options to suit your needs.

Bring Your Own Carrier

At Dimensions Technologies we understand that business relationships take time to establish and grow. With this in mind, our platform has been designed to enable those relationships to not only be retained but be built upon.

Flexibility is at the heart of our carrier philosophy and therefore Dimensions Voice encourages you to integrate your own carriers into the platform and distribute those resources as you see fit.

Secure Communications as Standard

SRTP also known as Secure Real-Time Transport Protocol, is an extension profile of RTP (Real-Time Transport Protocol) which provides additional security features like message authentication, confidentiality and replay protection for VoIP communications.

Unlike some other platforms, Dimensions Voice employs SRTP as standard alongside secure call recording on managed or custom cloud storage.

Simple Communications. Anywhere. Anytime.

In today's world, your staff need the flexibility to be able to work from any location – and having seamless access to communicate with colleagues and customers is at the heart of flexible working.

Dimensions Voice makes it easy for users to communicate no matter where they are working

Users are contactable on any of their devices, whether they are working in the office, at home or are on the move, with all devices being associated to **a single extension number.**

By making use of standard features like Hot Desking, Find-Me, Follow-Me rules, Voicemail and Fax to Email, your users can keep up to date with their team and never miss a customer request.

Improve Productivity & Take Control

As our working environment continues to embrace flexible working and the physical location of the workforce becomes increasingly interchangeable, it is vital that businesses can access accurate data to keep track of business communications with their customers.

Monitoring staff performance regardless of their location, be that in the office, at home or mobile will allow businesses to ensure the level of customer experience expected is maintained.

Versatile Call Recording

Providing the facility to listen to and review customer calls is an essential practice, ensuring desired customer service levels are being achieved.

Dimensions Voice delivers the ability to listen to the interactions between colleagues and their customers, or even between themselves. Recording key customer exchanges for review in the event of a dispute aids to resolve issues quickly and easily.

Traditionally, the location of all call recording storage is dictated by the platform provider, with Dimensions Voice we provide you with the choice to specify a custom storage provider and location of your call recordings. This choice allows you to tailor the solution to suit the requirements of your customers.

Customer Experience Tracking

React to performance data to make a difference to your business.

Using a combination of both Real-Time and historical data, your business can always be one step ahead.

Predicting high traffic times to ensure staff are available, reduces the number of lost and unreturned lost calls to your business.

Data always wins when it comes to making important business decisions, Dimensions Voice reporting provides your business with access to analyse all call traffic, breaking it down into multiple report templates, including Caller ID, Extension, Hunt Group, and much more.

Dimensions Voice has been designed with call analytics at its heart, which is why full historical reporting is included as standard.

Unified Communications

Connect unified communications clients give users control of how and when they are contacted.
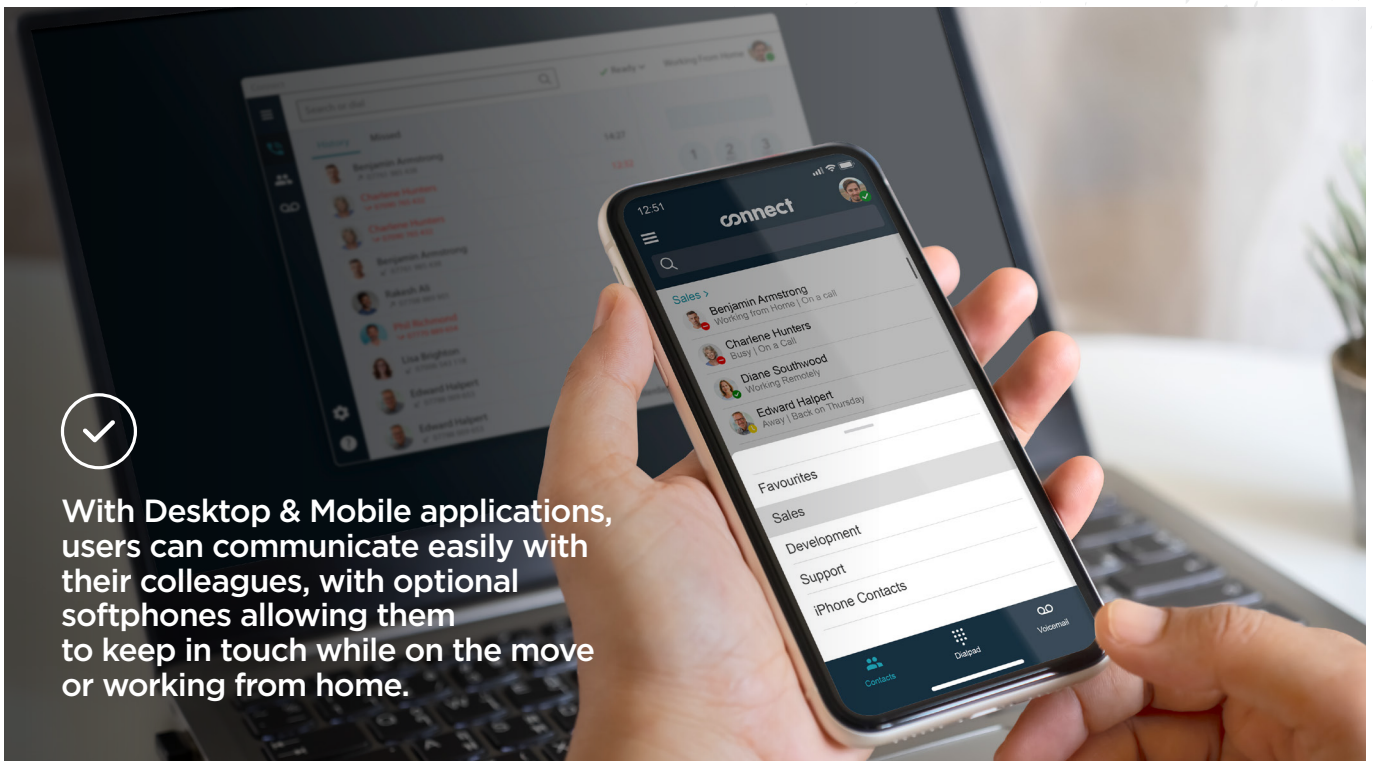
With Desktop & Mobile applications, users can communicate easily with their colleagues, with optional softphones allowing them to keep in touch while on the move or working from home.

Connect Desktop

Connect Desktop simplifies your communications, view the status of every user on the system, whether they are available, busy on a call or simply away from their desk.

Presence profiles provide complete control of how you can be contacted, ensuring important calls get through and that you aren't disturbed in meetings.

Connect Mobile

Connect Mobile allows users to stay in contact with colleagues, even when on the go.

Connect Mobile works as a softphone, so users have an extension to take internal and DDI calls wherever they are.
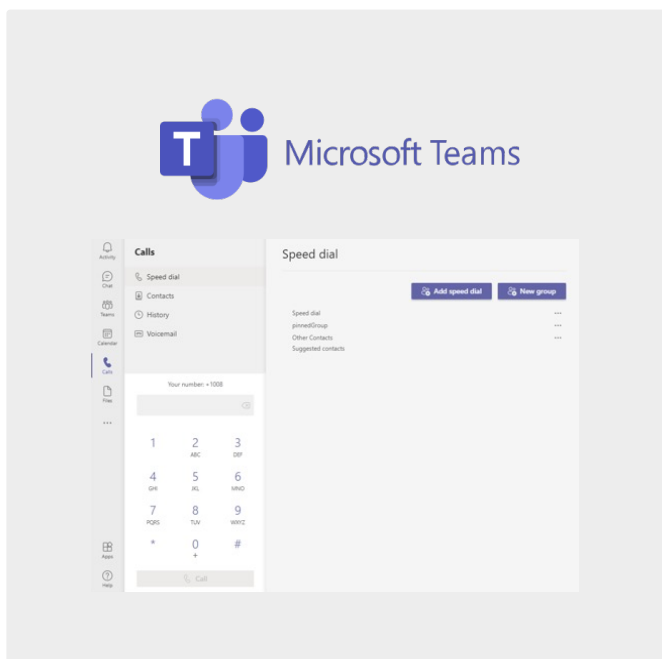
Team Working

Being able to communicate effectively with colleagues is more important than ever with homeworking becoming common practice rather than the exception.

With native support for video calling, users feel more connected with their team for both desk-to-desk communications as well as in meetings.

## Microsoft Teams Integration

CRM Integration

Microsoft Teams is fast becoming the collaboration tool of choice in many businesses.

With Direct Routing enabled, users can seamlessly integrate their Teams client with Dimensions Voice, allowing calls to be made and received from Teams through Dimensions Voice.

This allows them to communicate with colleagues and customers, all through a single interface, both desktop and mobile clients.
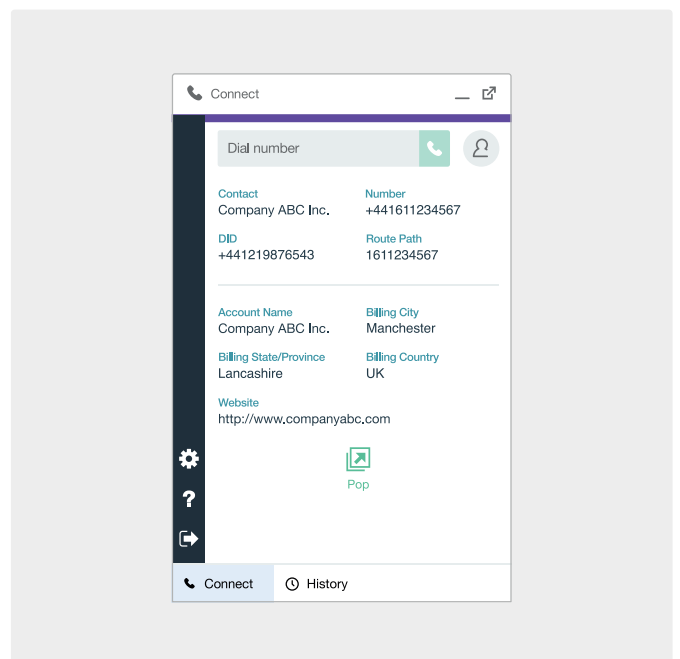
Integrating your communication platform with your CRM or business systems can provide significant productivity gains to your organisation.

Knowing who is calling and quickly accessing their details on the screen or simply click on their contact number to automatically make your device dial the number helps to increase efficiency.

Combine these facilities with the ability to automatically log the call details against the matching record and you start to discover the real benefits of CRM integration.

Dimensions Voice can provide Application Integration to multiple CRM platforms through the use of its comprehensive API capabilities.